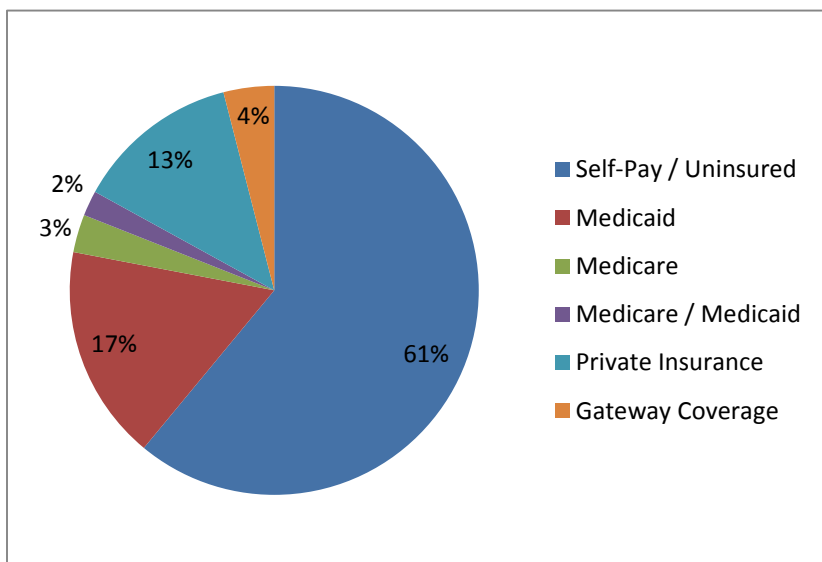




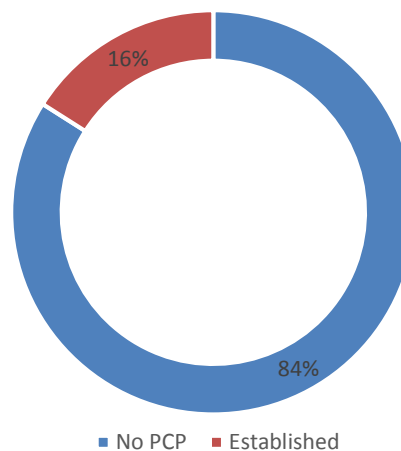
COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE Mercy Hospital – St. Louis 2016 Annual Report

2016 ENCOUNTERS (January 1st – December 31st)

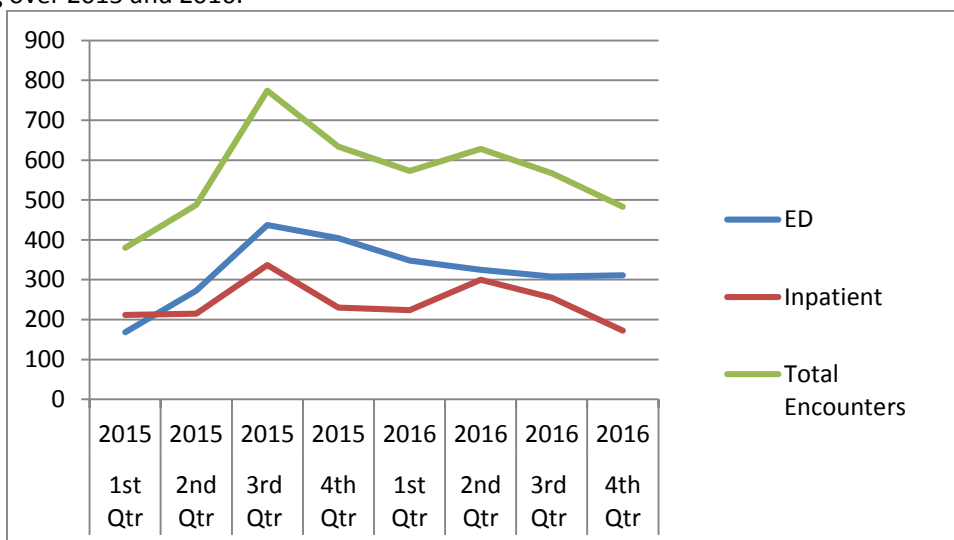
- The Community Referral Coordinator Program provided **2,253 patient encounters** at Mercy Hospital –St. Louis in 2016. **This is a 1 % decrease from the previous year (2,276).**
 - 1,292 (57%)** occurred in the Emergency Department
 - 951 (42%)** occurred in the Inpatient side of the hospital
 - 10 (<1%)** were with friends or family member of the primary patient
 - 1,730 (77%)** patient encounters were with individuals who have a chronic disease
- Payer & Primary Care Home Status.** The following graphs details the payer mix and primary care home status associated with the Mercy encounters in 2016



Primary Care Home Status

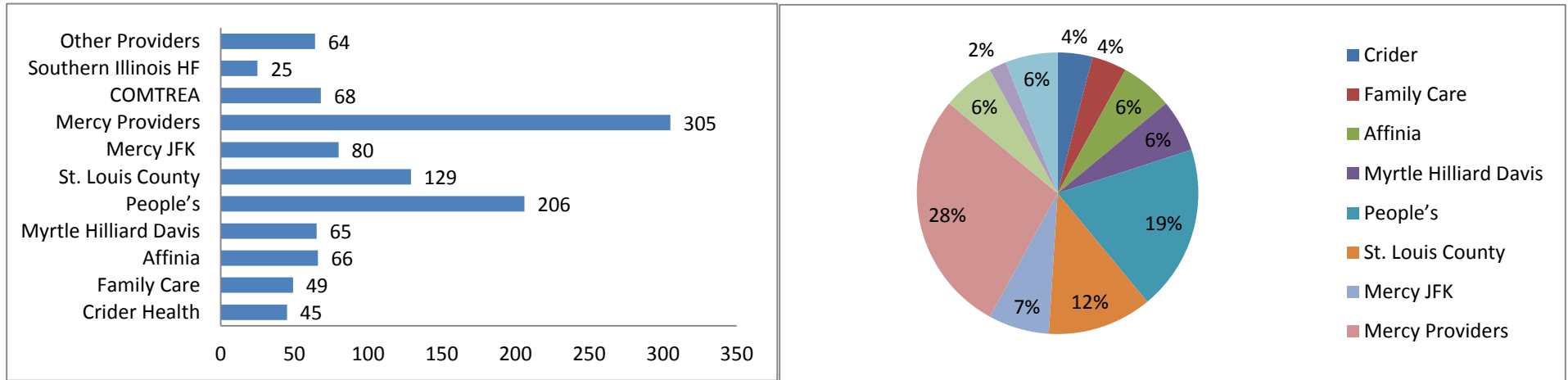


- Encounter Trends.** Following is a graph of all Mercy encounters by quarter across both Emergency Department and Inpatient setting over 2015 and 2016.

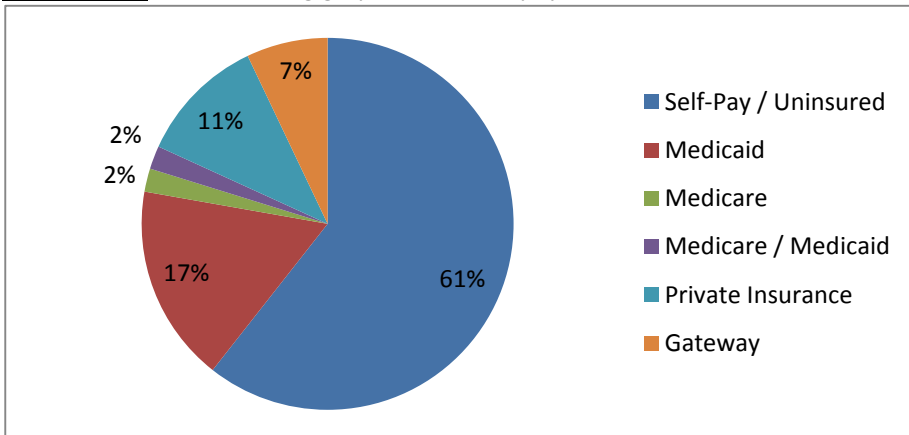


2016 SCHEDULED APPOINTMENTS (January 1st – December 31st)

- Out of the **2,253** encounters that occurred at Mercy Hospital – St. Louis during 2016, **1,072 (48%)** resulted in a **scheduled appointment**. This represents an overall 13% increase in appointments scheduled. 30 (3%) patient encounters yielded more than one scheduled appointment, thus a **total of 1,102 appointments were scheduled for patients at Mercy Hospital – St. Louis**.
 - **569 (53%)** appointments were the result of an ED encounter
 - **496 (46%)** appointments were the result of an Inpatient encounter
 - **7 (1%)** appointments were for friends or family members of the primary patient
 - **843 (79%)** of the referrals were individuals with a chronic disease diagnosis
- **Provider Breakdown.** The following graphs detail at which providers the **1,102** appointments were scheduled.



Payer Status. The following graph details the payer mix of encounters that resulted in a scheduled appointment.



TYPE OF APPOINTMENTS SCHEDULED	
Primary Care	986
Specialty Care	56
Gynecology	33
Obstetrics	14
Behavioral Health	9
Dental	2
Podiatry	2

2016 APPOINTMENTS KEPT (January 1st – December 31st)

- Of the 1,101 appointments scheduled to occur in 2016, **462 (58%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **6% increase** in the kept appointment rate since 2015. **302 (27%)** of scheduled appointments were cancelled, unknown, or rescheduled. **337 (42%)*** of scheduled appointments resulted in a no show.
 - 275 (60%)** out of **457** scheduled patients encountered in the ED kept their appointment
 - 183 (55%)** out of **335** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - 4 (57%)** out of **7** scheduled patients were friends or family members of the primary patient
 - 358 (58%)** out of **612** scheduled patients with a chronic disease diagnosis kept their appointment
 - 153 (55%)** out of **279** scheduled patients from the inpatient side of the hospital who kept their appointment had a chronic disease diagnosis
- Following is a summary table of kept appointment data for visits that were scheduled to occur in **2016**.

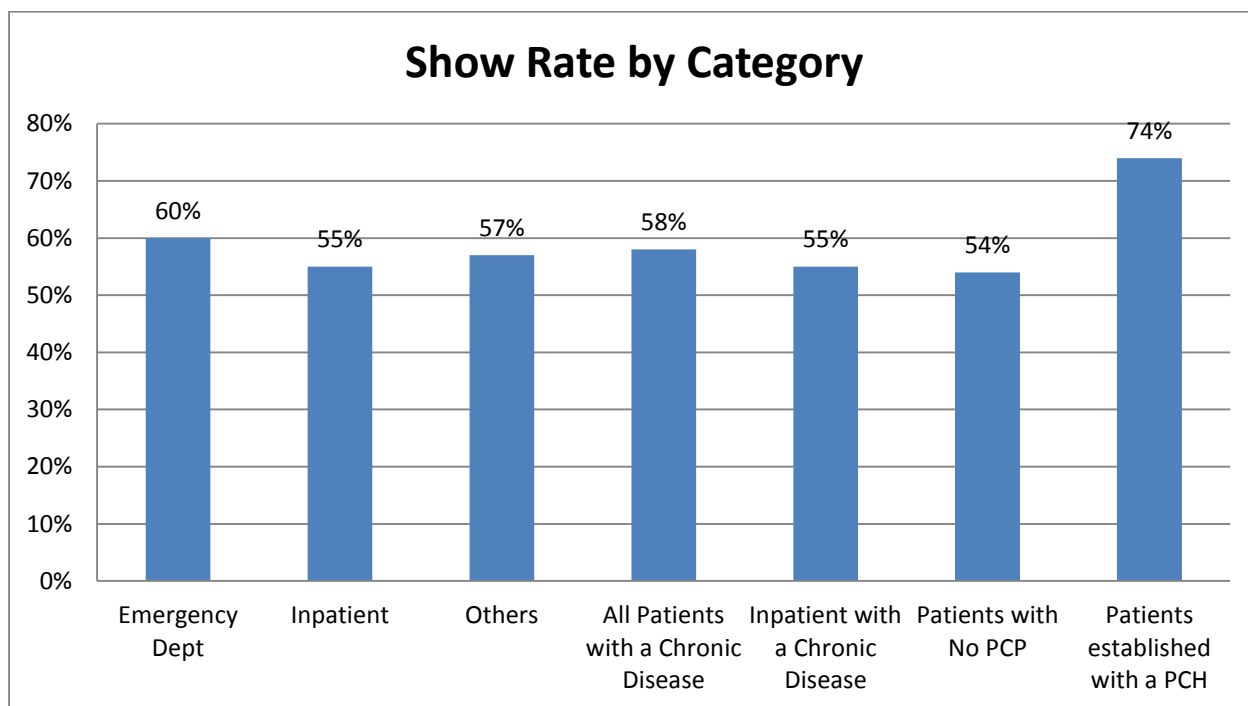
Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Crider Health	46	39	15	38%
Family Care	48	32	22	69%
Affinia	67	54	35	65%
Myrtle Hilliard Davis	67	63	28	44%
People's	203	160	76	48%
St. Louis County	125	62	37	60%
Mercy JFK/McAuley Clinic	83	74	62	84%
Mercy Providers	310	243	152	63%
COMTREA	68	50	26	52%
Southern Illinois Healthcare Foundation	23	16	6	38%
BJH Primary Medicine Clinic	3	3	1	33%
SSM Provider	3	1	1	100%
PCRMC Provider	1	1	1	100%
SLU Care	1	1	0	0%
Casa de Salud	11	*	*	*
Private MD	11	*	*	*
Other Providers**	31	*	*	*
TOTAL	1101	799	462	58%

*Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.

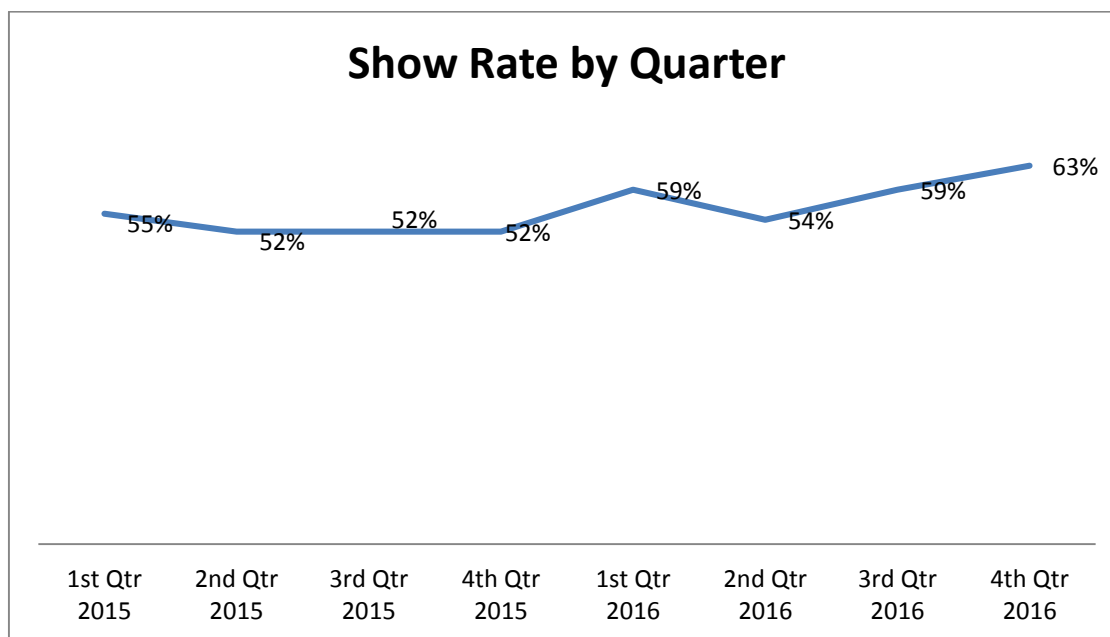
- The following table summarizes the kept appointment data for both IHN network providers, Mercy providers, and others.

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Integrated Health Network sites	510	371	198	53%
Mercy sites	393	317	214	68%
Other sites	198	111	50	45%
TOTAL	1101	799	462	58%

- The following graph summarizes the appointment kept rate by patient type, including patients who are established with a primary care home (PCH) and those with no PCP.



- The following is the Mercy show rate trend by quarter for 2015 and 2016.



**Please note that appointments that were rescheduled/cancelled/unknown are not included in the calculation of the appointment kept rate or no show rate.*